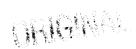
E.01345A.08.0172



ARIZONA CORPORATION COMMIS



UTILITY COMPLAINT FORM

Investigator:	Guadalupe	Ortiz

Phone:

Fax: (6



Priority: Respond Within Five Days

Opinion

No. 2009

81204

Date: 8/17/2009

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Mary

Cree

Account Name:

Mary Cree

Home: (000) 000-0000

Street:

Work:

City:

CBR:

State:

ΑZ Zip: 00000 is:

Utility Company.

Arizona Public Service Company

Division:

Electric

Contact Name:

Contact Phone: 1



Nature of Complaint:

8/17/2009 - EMAIL RECEIVED - OPINION OPPOSED:

RE: Docket No. E-01345A-08-0172

Ha Corporation Commission

----Original Message----

From:

Sent: Sunday, August 16, 2009 2:56 PM

To: Utilities Div - Mailbox Subject: APS rate hike

DOCKETED BY

I wanted to let you know that while the few dollars that are being requested in this rate hike are on top of so many other small rate hikes that it is really adding up over the years.

I have added dual pane windows and insulation. I maintain my heatpump and other appliances. My equalizer payment has gone from \$132 in 2004 to \$206 this year. Look at all the little add-ons to each bill and the different taxes. They will all rise proportionately with this rate hike.

I'm on a fixed income that is too much to qualify for any assistance. My daughter, who lives with me, has been laid off. This is not the time to raise rates. Reduce costs instead. Thank you for asking for input.

Mary Cree

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

UTILITY COMPLAINT FORM

8/17/2009 - Email to Customer:

Dear Mary Cree,

Your email dated, August 16, 2009 sent to the Arizona Corporation Commission ("Commission") in regard to the rate application filed by Arizona Public Service Company ("APS") has been received.

An opinion will be placed on file with the Docket Control Center of the Commission on your behalf to be made part of the record. The Commission will take your comments and concerns into consideration before a decision is rendered in the APS rate case.

Concerns raised by customers assist the Commission within the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of both, the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate increase. If you should have any questions related to this matter, please feel free to call me directly at a state of the control of t

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
CLOSED
End of Comments

Date Completed: 8/17/2009

Opinion No. 2009 - 81204

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2009 - 81301

Date: 8/20/2009

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

C.

Heinking-Drzazga

Account Name:

C. Heinking-Drzazga

Home:

Street:

Work:

City:

Goodyear

CBR:

State:

ΑZ

Zip: 85395

is:

Utility Company.

Arizona Public Service Company

Division:

Electric

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No E 01345A-08-0172

300dyear, Az. 85395 August 14, 2009 Arizona Corporaton Commission Consumer Services Section 1200 West Washington St. Phoenix, AZ. 85007

Ref: Docket No. E-01345A-08-0172

Dear Sirs:

Please do not grant Arizona Public Service Company the 13.07 percent base rate increase. Other states are currently lowering their electrical rates due to the lack of demand for electricity. (see Wall Street Journal dated August 12, 2009) Arizona Public Services rate increases should not even be entertained by the Arizona Corporation Commission. I have cut my electric consumption through the following methods but my bill still keeps going up. (do not use the electric dryer, hang clothes to dry, eat cold meals, so we do not use our electric stove, sometimes I think it would be better to have a campfire in the backyard; turn up the air conditioner to 85, if I did not have a dog the air conditioning would be turned off completely; only do wash when I have a full load and attempt to get it done before 7:00 A.M.; do not use any lights unless it is absolutely necessary or completely dark; unplug small appliances, microwave, and television) Sincerely,

C. Ileinking-Drzazga *End of Complaint*

Utilities' Response:

ARIZONA CORPORATION COMMISSION UTILITY COMPLAINT FORM

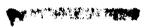


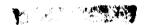
Opinion docketed *End of Comments*

Date Completed: 8/20/2009

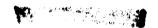
Opinion No. 2009 - 81301











E.01345A.08.0172

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax: 1

Priority: Respond Within Five Days

Opinion

No. 2009

81203

Date: 8/17/2009

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Sandi M.

Gutman

Account Name:

Sandi M. Gutman

Street:

Home: Work:

City:

Gilbert

CBR:

State:

ΑZ

Zip: 85234

is:

Utility Company.

Arizona Public Service Company

Division:

Flectric

Contact Name:

Contact Phone: (



Nature of Complaint:

8/17/2009 - EMAIL RECEIVED - OPINION OPPOSED:

From: Sandi Gutman [mailto]

Sent: Sunday, August 16, 2009 5:18 PM

To: Utilities Div - Mailbox

Subject: Docket Number E-01345A-08-0172

To the Arizona Corporation Commission:

RE: Arizona Public Service Company's Application for a Permanent Base Rate Increase, Docket Number E-01345A-08-0172

It is incomprehensible, as well as unconscionable, for Arizona Public Service to propose a permanent base rate increase for their consumers during the worst economic downturn Arizonans have experienced since the end of World War II.

How can APS justify raising base rates on their customers who are struggling to meet their mortgages, pay their household bills, keep food on their tables, and provide for their families? And how are senior citizens dependent upon fixed incomes supposed to absorb another hit to their already depleted resources?

As consumers, we are "counseled" by APS to employ various conservation methods to reduce our energy consumption and electricity costs, but when we do so, we are penalized by rate increases, as we have been so often in the past. The obvious consequences of our energy usage frugality are diminished revenues for APS, engendering yet another demand for a rate hike to offset their lost income.

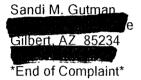
Too bad. If APS is unable to generate sufficient profit to satisfy their shareholders, then they should examine their budgets and cut their spending the same way cash-strapped residents have been forced to. If residential energy users are expected to make sacrifices, then APS should sacrifice as well - and they should start with

UTILITY COMPLAINT FORM

salary reductions, unpaid furloughs, elimination of all costly perks and privileges, enforced conservation of their internal resources, and if necessary, reductions in their work force.

Please, Arizona Corporation Commissioners, do not allow APS to burden their customers with another financial hardship to bear while we are scrimping and sacrificing just to survive these difficult times. The people who have voted you into office to protect us and speak for us turn to you for help. Please do not betray our faith, our hope, and our trust.

Sincerely,



Utilities' Response:

N/A *End of Response*

Investigator's Comments and Disposition:

8/17/2009 - Email to Customer:

Dear Sandi Gutman,

Your email dated, August 16, 2009 sent to the Arizona Corporation Commission ("Commission") in regard to the rate application filed by Arizona Public Service Company ("APS") has been received.

An opinion will be placed on file with the Docket Control Center of the Commission on your behalf to be made part of the record. The Commission will take your comments and concerns into consideration before a decision is rendered in the APS rate case.

Concerns raised by customers assist the Commission within the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of both, the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate increase. If you should have any questions related to this matter, please feel free to call me directly at the concerns on our in state toll free number at (800) 222-7000.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
CLOSED
End of Comments

Date Completed: 8/17/2009

UTILITY COMPLAINT FORM

Opinion No. 2009 - 81203